

WEST VIEW SURGERY

DID NOT ATTEND POLICY (DNA)

INTRODUCTION

There are a number of appointments per month when the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change appointment. The effect of these are:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources

POLICY

If a patient fails to attend a pre-booked appointment on more than one occasion in the last month, an informal warning letter will be sent to the patient, advising them that a further occurrence could risk removal from the Practice. If the patient fails to attend another appointment, the matter will be discussed with a GP to ascertain if the patient is experiencing difficulties that may affect their ability to attend appointments. If the patient habitually misses appointments without contacting the Practice to reschedule or cancel, a formal warning letter will be sent to the patient explaining they could be removed from the Practice list.

If the patient continues to DNA further appointments, this will be discussed at a meeting with the Practice Manager and Partners. In the event that it is agreed that the patient should be warned of possible removal from the Practice list, a warning letter will be sent which will be valid for a period of 12 months. Removal based on warnings greater than 12 months old will be invalid – in this case a further formal warning and period of grace will be required.